



Developmental Services Regional Program Director
"Intake and SDCM Director"
(\$3924 to \$7064 per month DOE)

This position leads and directs the Intake and Self Determination Case Management units for the West Tennessee Region under general supervision of the West Tennessee Director for the Regional Office. This position is stationed in the DIDD Arlington Regional Office, located at 11437 Milton Wilson Road, Arlington, TN 38002. Normal working hours are 8:00 a.m. to 4:30 p.m. Central Time, Monday through Friday with some on-call responsibilities.

Examples of the duties and responsibilities of this position:

- Plans, organizes and directs Intake and Case Management functions, inclusive of ensuring timely completion of enrollment functions for the Employment and Community First Waiver, support coordination for the Self-Determination Waiver.
- Manages human resources allocated to the Intake and Self Determination Case Management divisions for effective and efficient completion of assigned tasks.
- Responsible for providing input, drafting and implementation of Intake and Self Determination Case Management policies and procedures.
- Functions as key leader for Intake and Self Determination Case Management divisions and DIDD regional stakeholders.
- Trouble shoots and analyzes Intake and Self Determination Case Management division data and processes for systemic improvement and risk management.
- Nurtures, develops, coaches and mentors direct reports and others, as needed.
- Implements change initiatives effectively for the betterment of operations and quality of life for people supported.
- Sets benchmarks for performance and achieves overall performance improvement through management of resources and feedback on operational changes needed.
- Implements customer service policies and processes to ensure satisfaction of people supported, stakeholders, and internal and external customers.
- Communicates effectively with Central Office, other Regions, Regional Office staff and other stakeholders to ensure consistent business process and policy implementation and coordination of service delivery.
- Develops and implements feedback and recognition systems and processes for the divisions and department.
- Ensures Self Determination Case Management is conducted in compliance with Medicaid Waiver Requirements, DIDD Policies, State and Federal Rules, Regulations and Court Orders, as applicable.
- Ensures HIPPA requirements are maintained at all times.
- Responsible for developing and maintaining competent and well trained Intake/Case Management workers via coordination with Human Resources for recruitment and hiring,

with Staff Development for training and through timely development and implementation of Individual Performance Plans and Evaluations.

KNOWLEDGE AND SKILLS:

- Advanced knowledge of Case Management principles and methodologies
- Advanced knowledge of Person Centered Practices
- Advanced knowledge of Advocacy principles
- Advanced knowledge of intellectual and developmental disabilities
- Knowledge of principles and processes for providing customer and personal services, to include customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction
- Knowledge of Home and Community Based Waiver Rules, Regulations and other Requirements
- Familiarity with Employment and Community First Waiver (ECF) and Choices Waiver requirements
- Competency in priority setting
- Organizational Agility
- Managing Vision and Purpose
- Self-Development
- Process Management
- Resource Allocation
- Strategic Planning
- Leadership Techniques
- Advanced skill in analysis of clinical and program data
- Advanced interpersonal and social perceptiveness skills
- Intermediate presentation skills
- Advanced judgement and decision making skills
- Intermediate project management skills
- Complex problem solving skills
- Active listening skills
- Advanced oral expression and comprehension ability
- Advanced written expression and comprehension ability
- Ability to coach and mentor a team with diverse levels of expertise
- Intermediate mathematical reasoning and budgeting abilities
- Inductive and deductive reasoning

EDUCATION AND WORK EXPERIENCE: Graduation from an accredited college or university with a bachelor's degree **AND/OR** experience equivalent to three years of experience working directly with individuals with intellectual and developmental disabilities and five years of increasingly responsible full-time professional supervisory and managerial work. Master's Degree Preferred

Anyone interested in applying for this position should send their resume and proof of education to Brenda.Carroll@tn.gov, inquiries may call (901) 745-7361. The deadline for submitting resume and proof of education is **Tuesday, July 31, 2018 at 4:30 p.m.** central time.

If your name appears on the Tennessee Department of Health Abuse Registry, the Protection from Harm Registry or on the Substantiated Investigations Records Inquiry (SIRI) database that is maintained by the Department of Intellectual and Developmental Disabilities, or the Felony Offender Registry that is maintained by the State of Tennessee, we cannot consider you for employment in this position.

This organization participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States. This employer will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

The State of Tennessee is firmly committed to the principle of fair and equal employment opportunities for its citizens, and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination or illegal harassment in the workplace. It is the state's policy to provide an environment free of discrimination or harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status, gender identity, sexual orientation, or any other category protected by state and/or federal civil rights laws.